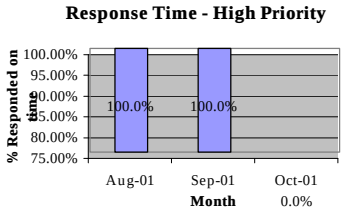
TO 56 Technical Architecture (ITA) Management
Detailed Metrics Based Service Target Report
September 2001

Service Level Metric 1.0
Response Time - High

3 Month Trend



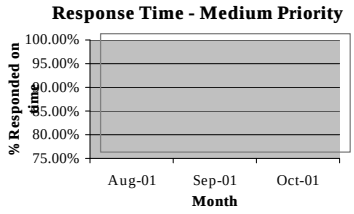
Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Data Quality
100.0%	0

Notes:

Service Level Metric 1.1
Response Time - Medium

3 Month Trend



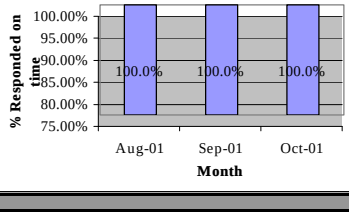
Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Data Quality

Notes:

Service Level Metric 1.2
Response Time - Low

3 Month Trend



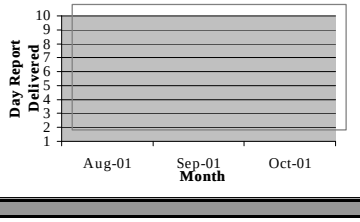
Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Data Quality
100.0%	0

Notes:

Service Level Metric 1.3
Service Reporting Delivery

3 Month Trend



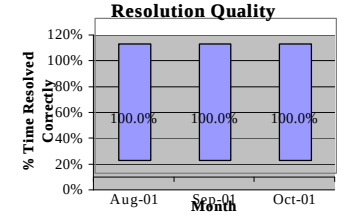
Color	Target
Green	0
Yellow	0
Red	0

Current Metric	Data Quality

Notes:

Service Level Metric 1.4
Resolution Quality

3 Month Trend



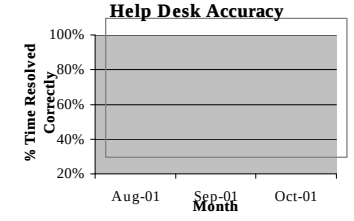
Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Data Quality
100.0%	

Notes:

Service Level Metric 1.4
Resolution Quality

3 Month Trend



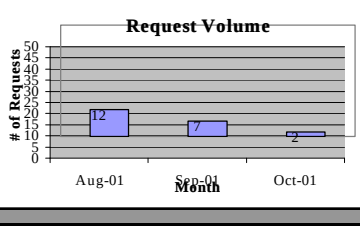
Color	Target
Green	>=90%
Yellow	85% to 90%
Red	<=85%

Current Metric	Data Quality

Notes:

Help Desk Metric 1.6
Request Vol. (Info.Only)

3 Month Trend



Color	Target

Current Metric	Data Quality
4	

Notes:

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